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First Named Inventor: Igor Neyman

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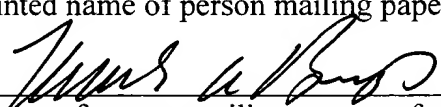
Title of Case: Call Center Apparatus and Functionality in Telephony

I hereby certify that the attached papers are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on the date indicated above and addressed to the Commissioner of Patents and Trademarks, Washington D.C. 20231

1. Information Disclosure Statement.
2. Cover Letter for Information Disclosure Statement.
3. Copies of 3 publications cited in the IDS.
4. Copy of the supplementary European search report.
5. Certificate of express mailing.
6. Postcard listing contents.

Mark A. Boys

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